

March 6, 2017

WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

MMC Employees Respond with Dedication and Compassion to High-Census Demands

At the end of last week, Maine Medical Center was at near-record levels of demand for inpatient and Emergency Department services. The hospital was, at times, diverting non-emergency ambulances from our Emergency Department (ED) and reminding people with non-emergency medical needs to consider seeking care at our urgent care facility, Brighton FirstCare.

In response to these demands, our employees acted with their usual Patient Centered dedication and determination to do what's best for everyone coming through our doors.

"Our care teams provide

excellent, patient-centered care every day. We are generally seeing higher numbers of patients seeking care, and those patients often have greater medical needs," said Joel Botler, M.D., chief medical officer at MMC. "Our patients come to MMC for the high-quality, specialized care they need, and that continuously creates a high level of demand. When demand spikes – as it is currently – it causes these sorts of capacity issues."

As of Thursday afternoon MMC was no longer diverting non-emergency ambulances. Extra staff was brought in to assist with any weekend overflow.



Bill Bezanson, R.N., and Registration's Patricia Johnson and Paula Wilboite take a moment to smile for the camera at the Emergency Department registration desk. The ED was back to regular capacity Friday morning.

When asked yesterday how the demands are impacting patient care, Botler said, "Some patients waiting in hallways for hours said the care has been unbelievable. So I think it brings out the best in people, and I think we've demonstrated that today."

MMC's capacity challenge has several contributing factors, including patients who require longer stays and higher levels of care than smaller hospitals. MMC's proposed facility modernization and expansion project, announced last September, was developed in order to meet the needs of our population and address

that challenge.

Our proposed facility plan will:

- Increase the number of single bed rooms without asking for more bed licenses.
- Give us more flexibility to respond to high demand times like today.
- Provide a range of other benefits to make us more effective, more efficient and provide a better experience for patients.

Visit mmc.org/modernization for more information on MMC's Master Facility Plan.

March 9-11, 2017!

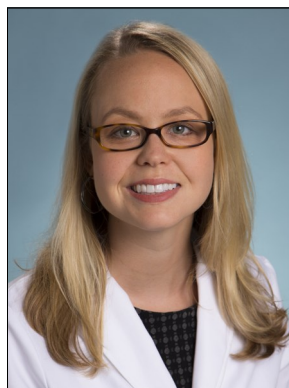
MARCH ANNIVERSARIES



Jack Packhem
15 Years



Hilary Andrew
5 Years



Helen Mattsson
5 Years



Kathleen Mercier
5 Years

45 Years

Candace Kucharik,
Internal Medicine
Jeanne Vigneault, P3CD

35 Years

Lawrence Gorton, IS
Karen Souza,
Post Anesthesia
Care Unit

30 Years

Kathleen Canarie, SCU
Phyllis Kimball, SSC
Janice Pflugardt, SCU
Debra Rahkonen,
Billing Office
Byron Rogers,
General Mechanical

25 Years

Kathleen Anderson,
Access Training

20 Years

Kristine Adams, OR
Teresa Belanger, Cardiology
Brenda Durant,
Environmental Services

Barbara Lemieux, Dialysis
Judith Roberts, Pharmacy
Robin Roy, Radiology
Rae Thompson, Urology

15 Years

Shelby Anthony, SSC
Anne Berg, IS
Jennifer Bridges,
Care Management
Ellen Chasse, Cardiology
Lee Cyr, Workers Comp
Claims
Sally Flanagan,
Vocational Services
Robyn Gray, BBCH
Andrea Jordan, R4
Laura Marles,
Surgical Tech School
Ann-Marie McNeil,
Cardiothoracic ICU
Theresa Ouellette, P3CD
Jack Packhem,
Surgical Services

10 Years

Janet Dunbar, Cardiology
Rebecca Fasulo, OR
Barbara Grillo, Oncology

Mozhgan Heshmati,
Neurology
Brian Marden, Pharmacy
Joel McMullin, MHACO
Libby Mortimer,
Family Birth Center
Robyn Strickland, R4
Judith West,
Human Resources
Kim Winling,
Employee Health
Megan York, P3CD

5 Years

Hilary Andrew, BBCH
Kathleen Bishop, MMCRI
Lisa Blake, Neuro and Spine
Susan Borderia,
Scarborough Primary
Care
Scott Buchanan,
Cardiac Surgery
Lorna Conneen,
Supply Chain
Sarah Correia,
Medical Affairs
Laurie Cressey,
Billing Office
Jerry Cyr, Sterile Processing

Dragica Djuranovic,
Environmental Services
Crystal Dreyer, OR
Laura Hearst,
Anesthesia and Pain
Management
Tina Hoag, Nursing Floats
Reuben Mahar, IS
Marilla Martin, OR
Helen Mattsson,
Adult Inpatient
Medicine
Kathleen Mercier,
Cardiac Phys Extender
Jennifer Moynihan,
Regulatory Affairs
Matthew Parks,
Philanthropy
Reed Quinn,
Cardiac Surgery
Stephen Rand II,
Nutrition Services
Wendy Ray, Psychiatry
Kimberly Steinhagen, SCU
Kimberly Thibeau,
Patient Care Services
John Wainer,
Business Intelligence



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